

**ShoreWare Contact Center Features and Capacities Overview**  
(For ShoreTel Partner Use Only)

Features	Workgroup	Contact Center	Enterprise Contact Center	Syntellect CIM
<b>GENERAL SYSTEM OVERVIEW</b>				
Targeted Solutions	Informal ACD Groups	Inbound ACD Call Center	Inbound and Outbound ACD Multi-Media Contact Centers	Inbound and Outbound ACD Multi-Media Contact Centers
Distributed IP Communications Platform	Yes	Yes	Yes	Yes
Universal Queue	No	No	Yes	Yes
Graphical User Interfaces	Yes	Yes	Yes	Yes
Graphical Real-Time Displays	Yes	Yes	Yes	Yes
Server Operating System	Integrated on ShoreWare Server	Windows 2000, 2003	Windows 2000, 2003	Windows 2003
Supported Client Platforms	Windows 2000, XP, Vista	Windows 2000, XP, Vista	Windows 2000, XP, Vista	Windows 2000, XP
Announcements Format	Wav, 8 kHz, 8 bit, uLaw, Mono	Wav, 8 Kb/s, 8 kHz, 16 bit, Mono	Wav, 8 Kb/s, 8 kHz, 16 bit, Mono	Wav, 8 Kb/s, 8 kHz, 8 bit, Mono
Multiple Nodes For Scalability	No	No	No	Yes
Automatic Failover and Recovery	Via Double Take Application	Via Double Take Application	Via Double Take Application	Built in - no third party application
Geographical survivability	No	No	No	Yes
Scheduled Database Backups	No	Yes	Yes	Yes
<b>SYSTEM CAPACITIES</b>				
Number of Agent Groups Supported	128	256	256	Unlimited
Maximum Number of Agents Per Group	64	100 Active	100 Active	Unlimited
Maximum Number of Groups Agent can Belong to	128	32 groups	32 groups	Unlimited
Maximum Number of Skills	N/A	N/A	256	Unlimited
Wrap-up Codes (Call Coding)	No	Yes - Unlimited	Yes - Unlimited	Yes - Unlimited, select multiple codes
Announcement Per Service	Five	One Mandatory One First Twenty Secondary (Announcements or Scripts)	One Mandatory One First Twenty Secondary (Announcements or Scripts)	Unlimited
Maximum IVR Ports/Server	254	254	254	96
Maximum Calls in Queue/Server	254	254	254	96
Max. Live Agent Positions	500	300	300	2000 (multi node)
Max. Configured Agents	500	2000	2000	100000 (multi node)
Active Supervisors / Server	128	128	128	Unlimited
Configured Supervisors / Server	Unlimited	Unlimited	Unlimited	Unlimited
Boards Supported (Chained)	0	Up to 16 Wall Boards	Up to 16 Wall Boards	Unlimited
Max DNIS routes	300	300	300	Unlimited
<b>MEDIA SUPPORT</b>				
Inbound – Voice	Yes	Yes	Yes	Yes
Outbound – Voice	No	Scheduled Callback Abandoned Callback	Scheduled Callback Abandoned Callback Web Callback Campaigns (Dial from List)	Scheduled Callback Abandoned Callback Web Callback Agent initiated scheduled callback Campaigns (Dial from List)
Web Chat	No	No	Optional	Optional
E-mail	No	No	Optional	Optional
Call Blending	Inbound Only	Inbound Only	Inbound Chat E-mail	Inbound Chat E-mail Voicemail Task
Voicemail	Yes	Using workgroup mailbox	Using workgroup mailbox	Yes
Web Callback	No	No	Yes	Yes
Customizable Task	No	No	No	Yes
<b>ROUTING</b>				
Skills Based Routing	No	No	Yes	Yes
Max. Number of Defined Skills	N/A	N/A	Unlimited	Unlimited
Agent Priority Based Routing	No	No	Yes	Yes
Service Level Based Routing	No	No	Yes	Yes
Identity Routing (By Caller ID or CRM)	No	No	Yes	Yes
ANI or Geography Based Routing	No	Yes	Yes	Yes
Agent Search Criteria	Longest Idle Round Robin Top Down Simultaneous	Longest Idle Round Robin (Circular) Top Town (Terminal)	Longest Idle Best Skill Fit Round Robin (Circular) Top Town (Terminal)	Longest Idle Best Skill Fit Round Robin (Circular) Top Town (Terminal) Simultaneous
Routing by DNIS	Yes	Yes	Yes	Yes
Routing by ANI or Caller ID	No	Yes	Yes	Yes
Routing by Type of Day	Holiday Routing	Holiday Routing	Flexible, Scheduled Based Routing	Flexible, Scheduled Based Routing
Routing by Time of Day (Schedule)	Two Shifts	Two Shifts	Flexible, Scheduled Based Routing	Flexible, Scheduled Based Routing
CRM Based Routing	No	No	SQL Databases by ODBC	Flexible integration
Overflow on Wait	Yes	Yes, One Level Multiple Groups	Yes, Multi Level Multiple Groups	Yes, Multi Level Multiple Groups
Interflow on Wait	Yes	Actual Wait	Actual Wait Predictive Wait (Statistical)	Actual Wait Predictive Wait (Statistical)
Route on No Agent Destination	Yes	Yes	Yes	Yes
<b>AGENT APPLICATIONS AND CAPABILITIES</b>				
Agent Applications	Personal Call Manager Queue Monitor	Agent Tool Bar Personal Call Manager Desktop Wall Board Agent Logs Queued Calls Call Status	Agent Tool Bar Personal Call Manager Desktop Wall Board Agent Logs Queued Calls Call Status	Agent Tool Bar Resource Manager Agent Logs Queued Calls Call Status
Window Customization	No	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
Calls in Queue Display	Yes	Yes	Yes	Yes
Pick Call From Queue	Yes	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)

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Previous Call Log Display	Yes	Yes	Yes	Yes
Programmable Buttons	No	Yes	Yes	Yes
Phone Only Mode Supported	Yes	Yes	Yes	Yes
Class of Service Based Window / Feature Access	No	Yes	Yes	Yes
Graphical Threshold Alerts	Yes - Audio Also	Yes - Wall Board	Yes - Wall Board	Yes - Wall Board
Individual Group Login	No	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
CRM Screen POP	Outlook TAPI (ANI or DNIS)	Outlook TAPI (ANI or DNIS)	Agent: DDE/ActiveX/Triggers/URL	Flexible, ActiveX, DDE, COM, URL etc
Answer Strategy: Group Select	By All Groups	By Group List Order By All Groups	By Group List Order By All Groups By Service Level	By Group List Order By All Groups By Service Level
Answer Strategy: Call Select	By Longest Wait Time	By Longest Wait Time	By Longest Wait Time By Priority By Best Skill Fit	By Longest Wait Time By Priority By Best Skill Fit
Available Agent Status	Login Logout Wrap-Up	Idle Login Logout Wrap-Up Release Release (w/ Rason Code)	Idle Login Logout Wrap-Up Release Release (w/ Rason Code)	Available Break Lunch Meeting Desk Work Other Wrap-up Talking Customizable
Integrated Web Chat	No	No	Optional License	Optional License
Chat Response Tree	No	No	Optional License	Optional License
Exit Controlled Wrap-Up Early	Yes	Yes	Yes	Yes
Manually Extend Wrap-Up Time	No	No	Yes (If Allowed)	Yes (If Allowed)
<b>REAL TIME SUPERVISORY / MIS APPLICATION CAPABILITIES</b>				
Control rights of Supervisors, Group Supervisors	No	Yes	Yes	Yes
Window Customization	No	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
Graphical Threshold Alerts	Yes - Audio Also	Yes	Yes	Yes
Call Information Display	Yes	Yes	Yes	Yes
Real-time Statistics (Supervisor)	Yes - Limited	Yes	Yes	Yes
Historical Reports	No - Only Shoreline System Administrator	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
Wall Board Management	No	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
Desktop Wallboard	No	Yes	Yes	Yes
Visual Alerts	Yes	Yes - Two Levels	Yes - Two Levels	Yes
Agents Status and Activity	Log in Status Current Call Status	Yes	Yes	Yes
Group Status and Statistics	No	Yes	Yes	Yes
Agents Requiring Help Notification	No	Yes	Yes	Yes
Agent Login/Logout Status / Control	Yes	Yes - Logged in Agents Only Cannot Log Out of Last Group	Yes - Logged in Agents Only Cannot Log Out of Last Group	Yes
Barge in and Monitor	Yes	Yes	Yes	Yes
Supervisor Controlled Recording	Yes	Third Party Option	Third Party Option	Third Party Option
Contact Center Configuration	No - Only ShoreWare Director	Yes (If Allowed)	Yes (If Allowed)	Yes (If Allowed)
Supervisor Options	Monitor Only	Monitor Only Administrator Level	Monitor Only Administrator Level	Monitor Only Administrator Level
Monitor Only Application Access	Agent Monitor	Real-time Reports / Agent Control	Real-time Reports / Agent Control	Real-time Reports / Agent Control
Administrator Application Access	N/A	Agent Manager Contact Center Director Historical Reporting Wall Board Director	Agent Manager Contact Center Director Historical Reporting Wall Board Director	Configuration Manager Resource Manager Decision Manager System Manager iVault
<b>REAL TIME AND HISTORICAL REPORTS</b>				
Built in Reports Generator	No	Yes	Yes	Yes
Automatic Reports Scheduler	No	Print or Save to File	Print or Save to File	Yes
Archive repository of Interactions	No	No	No	Yes
Export Data Multiple Formats	Yes	Yes	Yes	Yes
Pre-defined Reports	Yes	Yes	Yes	Yes
Add/Remove Report Columns	No	Yes	Yes	Yes
Create New Calculated Fields	No	Yes, Optional	Yes	Yes
Public/Personal Reports	No	Yes	Yes	Yes
Periodical (Non-Continuous) Reports	No	Yes	Yes	Yes
Filter Report Results by Agent/Group	Yes	Yes	Yes	Yes
Default Refresh Rate	Real Time	One Second	One Second	One Second
Adjustable Refresh Rate	No	Yes	Yes	Yes
Auto-Adjustable Refresh Rate Based on Network Performance	No	Yes	Yes	Yes
Available Report Formats	Tabular	Tabular, Graphical	Tabular, Graphical	Tabular, Graphical
Public/Personal Reports Management	No	Yes	Yes	Yes
Group Sliding Interval Statistics	No	Yes	Yes	Yes
Super Group Status and Statistics	No	Yes	Yes	Yes
Super Group Sliding Interval Statistics	No	Yes	Yes	Yes
Group Calls in Queue Status	Yes	Yes	Yes	Yes
Group Queue Service Time Statistics	No	Yes	Yes	Yes
DNIS Status and Statistics	No	Yes	Yes	Yes
Group Staffing Status	No	No	Yes	Yes
Group Overflow/Interflow Reports	No	Yes	Yes	Yes
Daily and Hourly Statistics	No	Yes	Yes	Yes
Outbound Status/Statistical Reports	No	No	Yes	Yes
IVR Application Status and Statistics	No	No	Yes	Yes
Mailbox Queue Status and Statistics	No	No	Yes	Yes
Agent Performance Reports	Yes	Yes	Yes	Yes

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Group Performance Reports	Yes	Yes	Yes	Yes
Super Groups Performance Reports	No	Yes	Yes	Yes
Staffing Reports	No	No	Yes	Yes
ACD Call Distribution Reports	Yes	Yes	Yes	Yes
Abandoned Calls Reports	No	Yes	Yes	Yes
Wrap Up Code Reports	No	Yes	Yes	Yes
ANI Domain Reports	No	Yes	Yes	Yes
IVR Applications Reports	No	No	Yes	Yes
Outbound Reports	No	No	Yes	Yes
DNIS Reports	No	Yes	Yes	Yes
Trunk Reports	Yes	Yes	Yes	Yes
Detail Call Reports	Yes	ShoreTel System Reports Only	ShoreTel System Reports Only	Yes
<b>WALLBOARD APPLICATION</b>				
Wall Board Support	Queue Monitor Only	Optional Desktop Wallboard External Via COM Port	Desktop Wallboard External Via COM Port	Resource Manager External Via COM Port
Text Messages	No	Yes	Yes	Third Party Option
Real Time Statistical Information	Queue Monitor	Yes	Yes	Yes
Combined Messages (Text & Stats)	No	Yes	Yes	Yes
Scheduled Pop-Up Messages	No	Yes	Yes	Yes
System Alarms	Queue Monitor	Yes	Yes	Yes
Max Messages on Scenario	No	Unlimited	Unlimited	Unlimited
Automatic Configuration Backup	No	Yes	Yes	Yes
<b>SURVEY APPLICATION</b>				
Survey Campaigns using voice / web	No	No	No	Yes
<b>THIRD PARTY APPLICATIONS INTEGRATION</b>				
Screen POP	Outlook Client Based (TAPI)	Call Information via Agent Toolbar	Outlook Client Based (DDE, ActiveX, Triggers)	Outlook Client Based (DDE, ActiveX, Triggers)
Database Integration	No	No	Yes - Select, Insert, Update and Delete operations	Yes - Select, Insert, Update and Delete operations
Workforce Management (Historical)	No	Blue Pumpkin Optional	Blue Pumpkin	Third Party Option
Integrated IVR Call Control Scripts	Menus	Basic	Fully Featured	Fully Featured
Verint CTI Integrations for Call Recording	No	No	Yes	Yes
<b>GRAPHICAL SCRIPT EDITOR</b>				
Graphical Script Editor	No	Yes	Yes	Yes
Announce Place in Queue	No	Yes	Yes	Yes
Announce Wait Time	Yes	Yes	Yes	Yes
Announce Numbers	No	No	Yes	Yes
Branch to Script	No	No	Yes	Yes
Change Call Profile (Skills, Priority)	No	No	Yes	Yes
Collect Callback Info	No	Yes	Yes	Yes
Customer Query	No	No	Yes	Yes
Dial Digits	No	No	Yes	Yes
Factory Hook	No	No	Yes	Yes, flexible
Get Digits	No	Yes	Yes	Yes
Hang Up	No	Yes	Yes	Yes
Logic Switch	No	No	Yes	Yes
Login Primary	No	Yes	Yes	Yes
Logout Primary	No	Yes	Yes	Yes
Menu	Yes	Yes	Yes	Yes
Overflow	No	No	Yes	Yes
Play Callback File	No	Yes	Yes	Yes
Play File	Yes	Yes	Yes	Yes
Release	No	Yes	Yes	Yes
Resume	No	Yes	Yes	Yes
Send Message	No	No	Yes	Yes
Send Page	No	No	Yes	Yes
SQL Connect	No	No	Yes	Yes
SQL Execute	No	No	Yes	Yes
SQL Disconnect	No	No	Yes	Yes
Transfer	Yes	Yes	Yes	Yes
Wait	No	No	Yes	Yes
Decision	No	No	Yes	Yes
Get Next Record	No	No	Yes	Yes
Increase / Decrease	No	No	Yes	Yes
IVR Application Start	No	No	Yes	Yes
IVR Application End	No	No	Yes	Yes